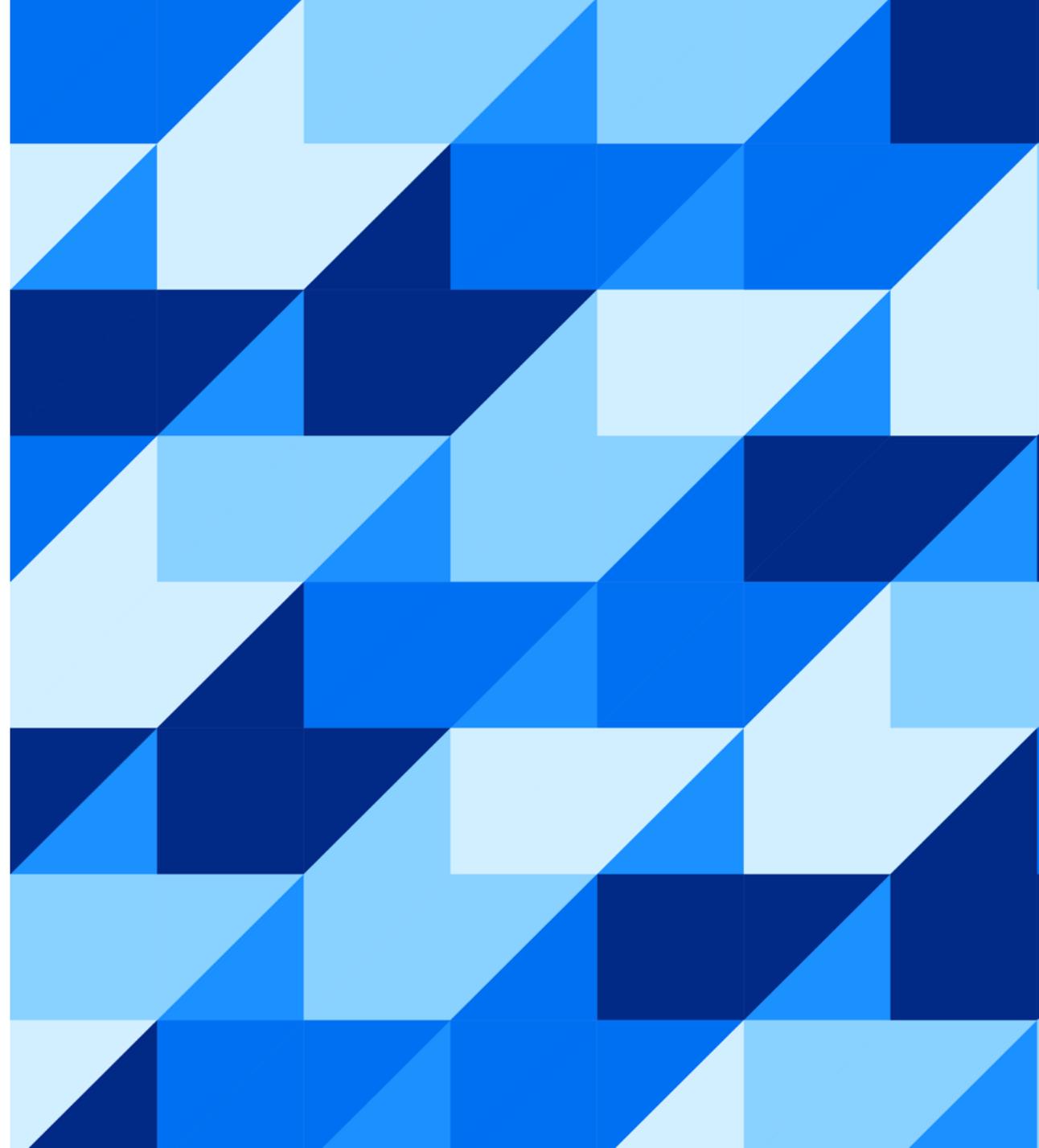


Account Reassignment Guide for Supplier



How do I access the former administrator's account?

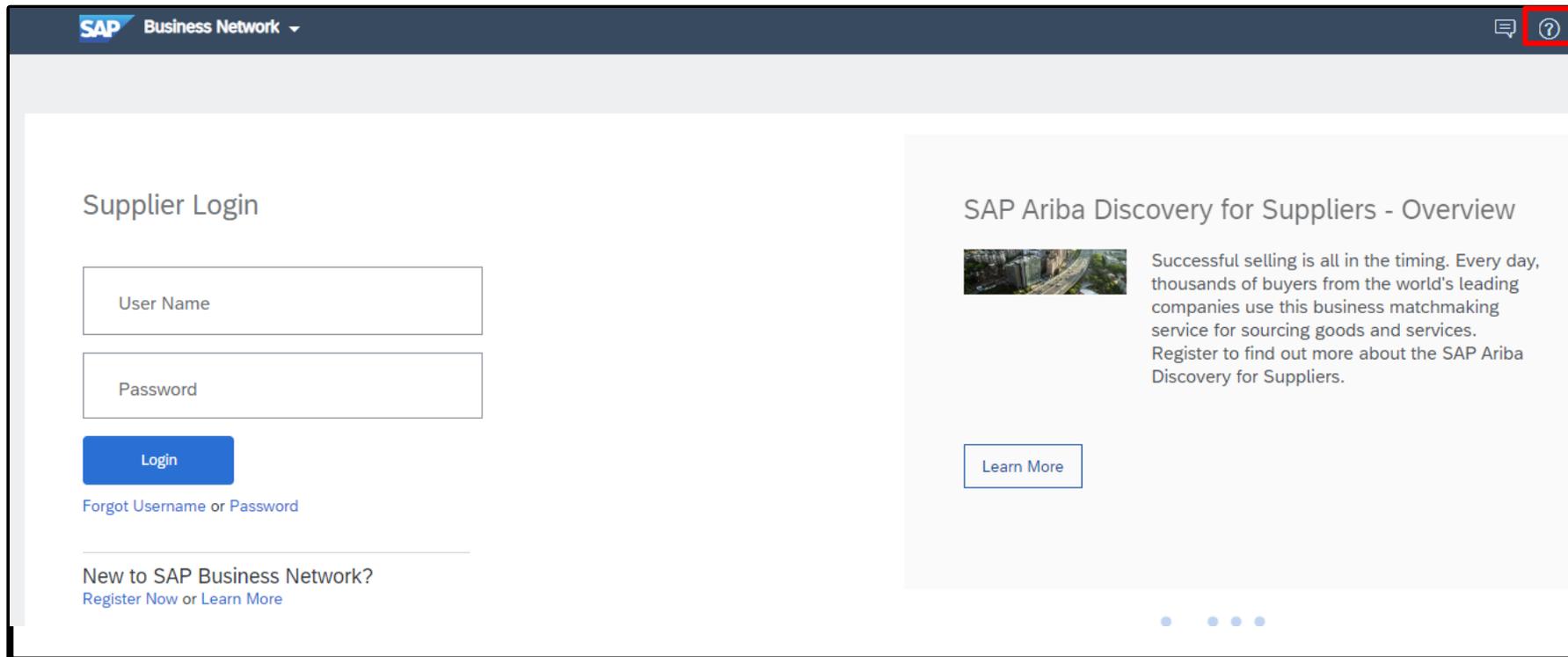
1. If the account administrator is still with your company, they can [reassign](#) the administrator account to another user or [change](#) their user information to a different person.
2. If the account administrator is no longer with your company, but you have access to the registered email:
 - Use the **Password** link on the [Supplier Login page](#) to request a password reset.
 - After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself. See [How do I change the administrator user in my SAP Business Network supplier account?](#) for step-by-step instructions.
3. If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Ariba Customer Support via the [Support Center](#) to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address. Kindly refer to the slide no 3 to 7 for the steps.

Additional Information

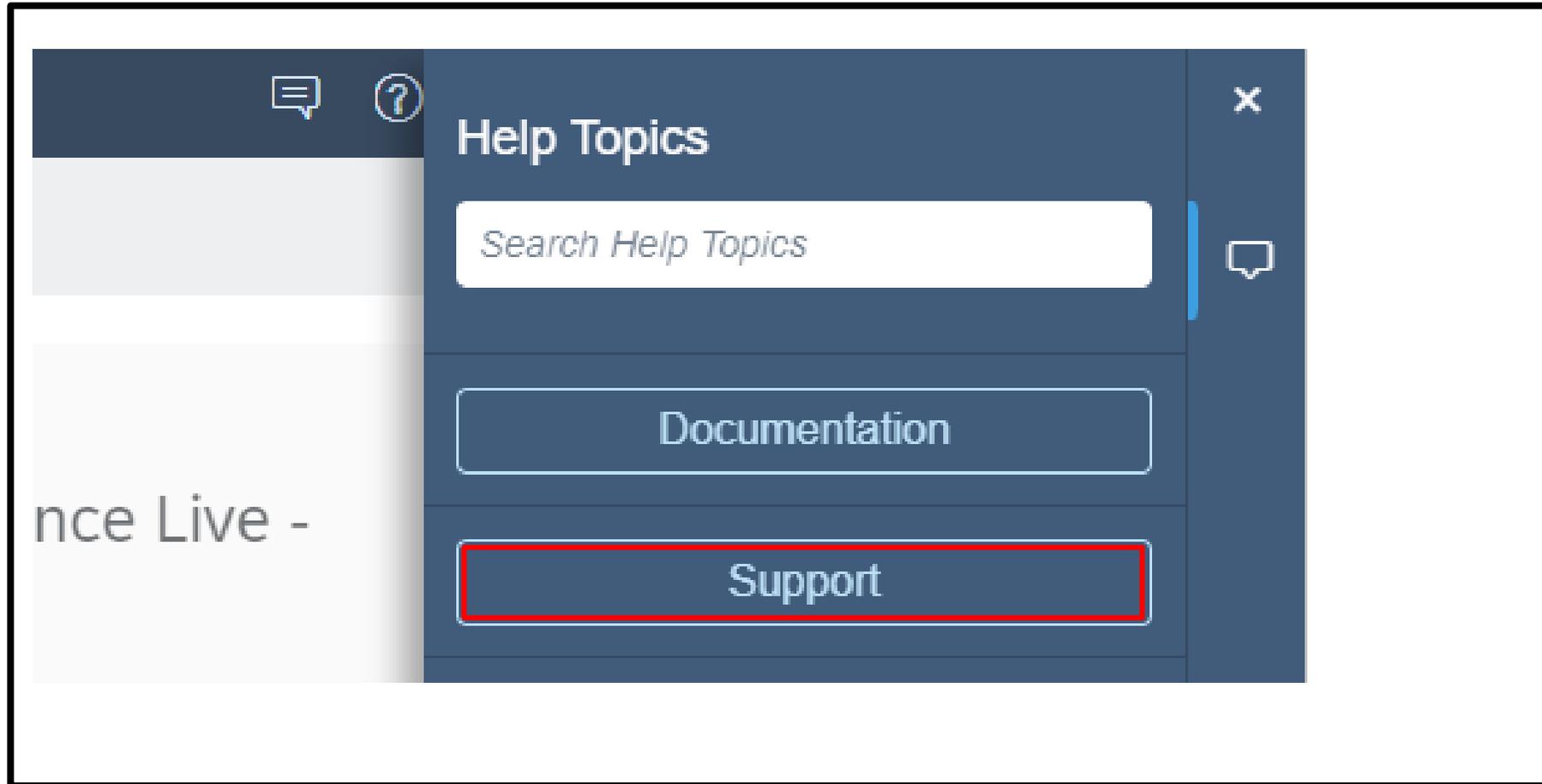
Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

1. **Open your browser.** (**Supported browser:** Chrome, Microsoft Edge, Microsoft Edge Chromium, Mozilla Firefox and Safari)

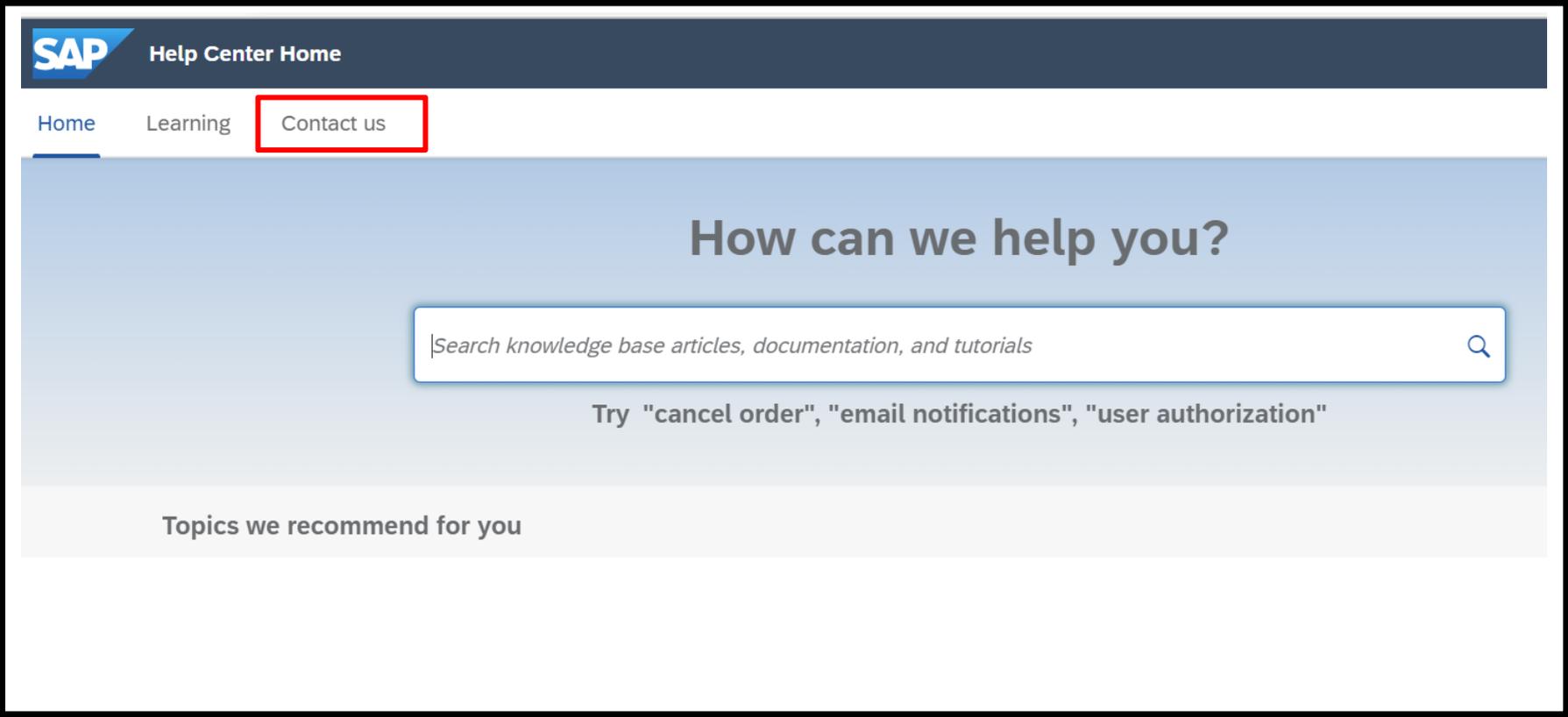
- Clear the URL & type in: **supplier.ariba.com**
- Login with your Business Network credentials (if you know the credentials) or else continue to click the **Help** button



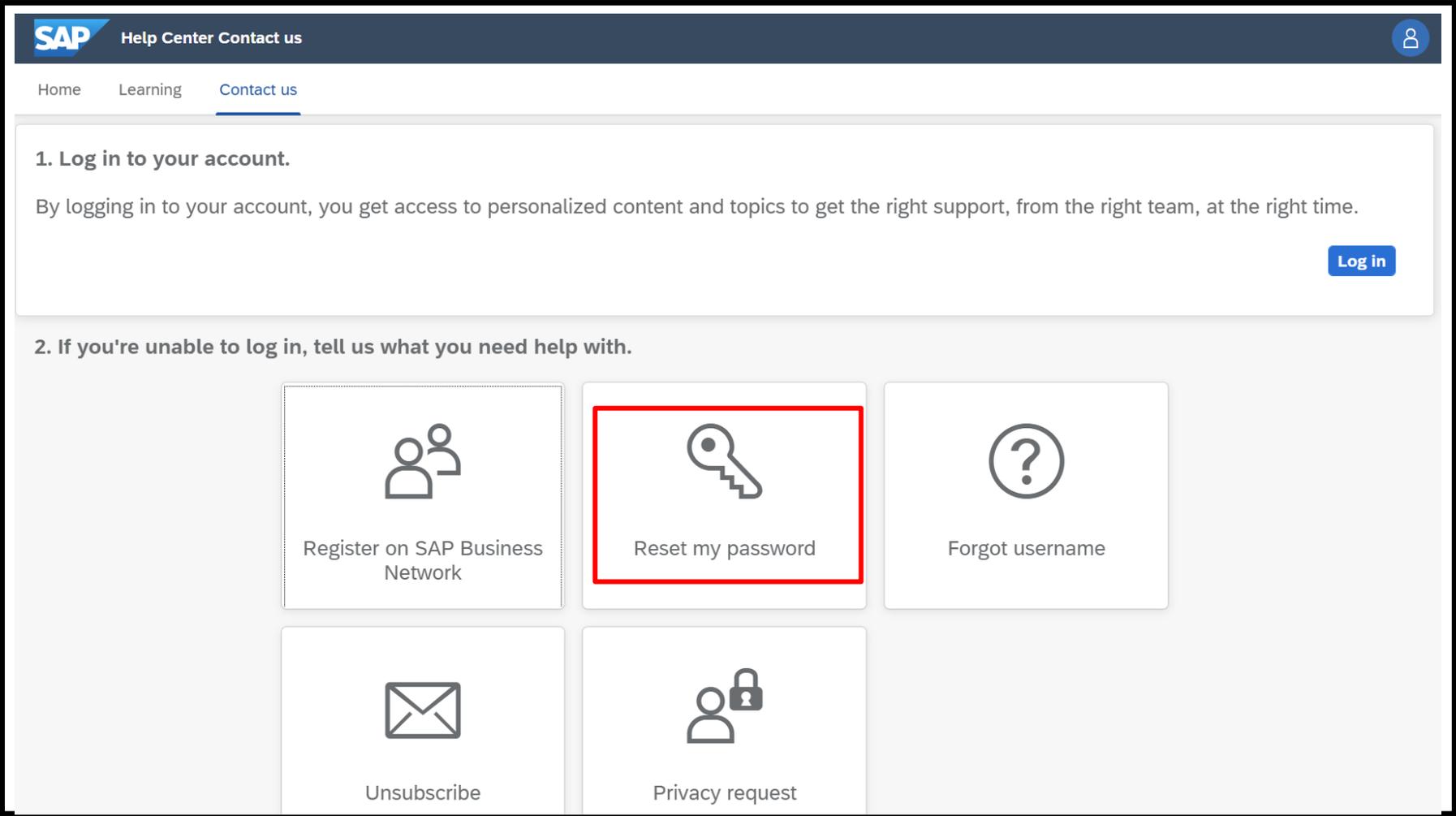
2. Then click on **“Support”**



3. Click on **“Contact Us”** tab



4. Click on “Reset my password”



5. Click on “**I need to reassign the administrator account**” and proceed to “**Create a Case**”

3. Choose from the options below to continue.

To retrieve your username, reset your password, or unlock your account:

1. [Go to the Supplier Login page](#) and select either **Forgot Username** or **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**.
SAP Ariba sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your SAP Ariba account. If you didn't receive these instructions, [click here to troubleshoot](#).
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**.
SAP Ariba displays a confirmation page, indicating that your password has been updated.

[I need to reassign the administrator account](#) [I need help accessing a sourcing event](#) [I am experiencing a different issue](#)

Can't find what you're looking for? [Create a Case](#)

6. Fill in the required details and proceed to hit the “One Last step” button

SAP Help Center Contact us

Home Learning **Contact us**

1. Tell us what you need help with.

Subject:

Full description: *
Refer to the side notes for the details to be entered in this field. 

3000 characters remaining

Attachment: 

Top Recommendations:

-  How do I reset my password as a supplier?
-  Where is my password reset email?

2. Please review your contact information for correctness:

First name: *

Last name: *

Username:

Company: *

Email: *

Phone: * 

Extension:

Confirm phone: *

My phone number is correct.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

I agree

One last step

NOTES: For the account reassignment process to start, you will need to provide all requested information. Please complete the following information in order to help SAP Ariba Customer Support reassign your company's SAP Ariba account:

- **Company Name:**
- **Reason for Reassignment:**
- **ANID of the account:**
- **Previous Administrator's Full Name:**
- **Previous Administrator's Email Address:**
- **If the account has any, provide a name & email address of one sub-user (other than yourself):**
- **Are you supposed to become the new account administrator?**
- **Do you have access to the previous Administrator's email address?**
- **Is your internal IT able to retrieve messages from the previous Administrator's email address?**

7. Choose the contact method and hit the “**Submit**” button

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo and the text 'Help Center Contact us'. Below the header, there are navigation links for 'Home', 'Learning', and 'Contact us', with 'Contact us' being the active link. The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. There are two radio button options. The first option is 'Phone', which is selected and has a blue 'Recommended' badge next to it. Below the 'Phone' option, there is a text description: 'A support engineer will respond to your case by phone.' and a light orange box containing the text 'Estimated wait time in minutes: 2'. Below this, there is a checkbox labeled 'Do not record my phone call.' which is currently unchecked. At the bottom right of the form, there are three buttons: 'Back', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a red border.

Thank you.

